

POSITION DESCRIPTION

FUNCTIONAL TITLE	Call Center Representative
DEPARTMENT	Contact Center Services
LOCATION	MTRS Charlestown Office 500 Rutherford Ave., Charlestown, MA 02129
STATUS	Part-time contractor
HOURLY RATE	\$20.00/hour
HOURS	Monday – Friday, 9:00 a.m. – 5:00 p.m., with 30-minute lunch break; 2–3 days per week (flexible)

GENERAL STATEMENT OF DUTIES

Under the supervision of either the Director or Assistant Director of Contact Center Services (“CCS”), as assigned, a Call Center Representative is a member of the team that is responsible for providing general customer service to all MTRS members and constituents, as well as for performing basic member account maintenance by processing certain incoming forms and requests. The Call Center Representative will:

- Respond to general inquiries—received via phone, e-mail and in person—from members, employers and constituent group representatives
- Process certain member-submitted account maintenance forms pursuant to established workflows in a consistent, timely and accurate manner, including but not limited to, Direct Deposit, W-4P, Address Change, and Beneficiary Designation
- Provide support to fellow Contact Center Representatives in staffing the front desk as needed
- Provide support to members using the Member Self Service (MSS) portal of the information system, including but not limited to, password re-sets, member enrollments, and MSS benefit estimates
- Perform various data entry and other administrative services to support agency functions
- Maintain open communications with Call Center staff and other departments to ensure that Contact Center Services staff are aware of trending topics and issues as they arise

- Fully participate in training programs as assigned
- Perform other duties as assigned by either the Director or Assistant Director of CCS

QUALIFICATIONS REQUIRED

- Former educator and retired MTRS member
- Commitment to competent, compassionate and quality service at all times
- General knowledge of services provided by the agency and reasonable knowledge of basic MTRS regulations, policies and practices as they relate to member benefits and services in order to better assist callers and walk-ins concerning beneficiary designation, direct deposit, tax withholding, downloadable forms and address change procedures
- Ability to understand retirement laws and regulations, and learn MTRS functions and computer applications
- Ability to communicate effectively and professionally, both in writing and in person, with internal and external customers
- Enthusiasm, a positive attitude, and the ability to maintain harmonious relationships with the membership, employers, members of the public and staff
- Must be flexible and able to handle a multitude of tasks
- Ability to follow instructions and function both independently and as a member of a team
- Experience with Microsoft Office Suite, specifically Word and Excel required
- Proficiency with using Web Applications

APPLICATION PROCESS

Interested applicants should apply online through *MassCareers* at www.mass.gov. All applicants are also required to submit a cover letter through *MassCareers* addressing the reasons the applicant is applying for the position with MTRS as a Call Center Representative.

CONTRACTORS ARE SUBJECT TO POST-RETIREMENT PUBLIC EMPLOYMENT RESTRICTIONS PURSUANT TO G.L. CHAPTER 32, SECTION 91

As MTRS retirees, Call Center Representatives do not contribute to the MTRS or receive additional creditable service toward their retirement benefit; rehired retirees will be required to contribute 7.5% of their earnings to a deferred compensation plan (these contributions are refundable after employment has ended). Additionally, rehired retirees are subject to the “working after retirement” limitations on service (960 hours per calendar year) and earnings (the difference between the total of your annual pension plus earnings with a Massachusetts public employer, cannot exceed the salary currently being paid for the position from which you retired plus \$15,000).

The MTRS is an equal opportunity employer.